

Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 03058-004002	Application No. 09/369,391
<b>Information Disclosure Statement by Applicant</b> (Use several sheets if necessary) (37 CFR §1.98(b))		Applicant Daniel H. Abelow	
		Filing Date August 6, 1999	
		Group Art Unit 2761	

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## U.S. Patent Documents

Examiner Initial	Desig. ID	Patent Number	Issue Date	Patentee	Class	Subclass	Filing Date If Appropriate
D	AA	4,746,787	May 24, 1988	Suto et al			
D	AB	4,868,376	Sept. 19, 1989	Lessin et al.			
D	AC	4,876,592	Oct. 24, 1989	Von Kohorn			
D	AD	6,131,088	Oct. 10, 2000	Hill			

## Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AE	6-195162	1994	Japan				X
	AF	WO 94/03865	Feb. 17, 1994	PCT	duplicate #5			

## Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
D	AG	"America Online Expands Internet Access," Newsbytes News Network, March 21, 1993.
D	AH	Microsoft press Computer Dictionary, Microsoft Press, p. 41, 1994.
D	AI	Behavioral Techniques In Systems Development, MIS Quarterly, Mantel et al., Sep. 1989
D	AJ	Author Unknown, "How to Use Your Computer to Effect Change", Compute V15, No3, PS7(2), Mar. 1993.
D	AK	Ubois, "On-Line Problem Solving", MacWEEK, v.7, N24, P16(2), June 14, 1993.
	AL	LaPlante, "Who Ya Going Call?" InfoWorld, V. 15, No. 21, pp. s83-84+, May 24, 1994.
	AM	Yahoo Information Center, <a href="http://www.yahoo.com">www.yahoo.com</a> , unknown.
	AN	AT&T, MCI to Release New Management Tools ("New Management Tools") Network World, January 17, 1994, p. 19, January 17, 1994.
	AO	Dialog Database IAC Prompt: Direct Dispatch Gives Businesses Software-Based Trouble Management System . . . ("Trouble Management System") PR Newswire, January 24, 1994.
	AP	Kotler, Philip, Marketing Management, analysis, planning and control, Fifth Edition, pages 340-343

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Examiner Signature <i>Thomas A. Duff</i>	Date Considered
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	